



JOB SATISFACTION AMONGST POST GRADUATE STUDENTS AT TERTIARY CARE TEACHING INSTITUTE IN CENTRAL INDIA- A CRITICAL APPRAISAL

Vaidya A.¹, DUA H.², MUJAWAR N.³, NANOTI G.⁴

¹Assistant Lecturer, Department of Pediatrics, NKP Salve Institute of Medical Sciences, Nagpur, (MS), India; ²Assistant Professor, Department of Pediatrics, NKP Salve Institute of Medical Sciences, Nagpur, (MS), India; ³Professor and Head, Department of Pediatrics, NKP Salve Institute of Medical Sciences, Nagpur, (MS), India; ⁴Associate Professor, Department of Pediatrics, NKP Salve Institute of Medical Sciences, Nagpur, (MS), India.

ABSTRACT

Multifaceted psychological retorts towards one's job covering cognitive, affective and behavioural modalities is collectively known as "job satisfaction".

Aims and objectives: To study the level of job satisfaction amongst Post Graduate (PG) students at tertiary health care teaching Institute in Central India.

Materials and methods: The present study was a cross sectional hospital based study, which included 199 PGs of all faculties of medical field.

Results: Out of total 169 PGs, 56 were from 1st year (junior resident I/JRI), 61 were JR II and 52 were JR III. Response rate was 85%. Amongst responses, majority of the participants had low level of satisfaction (43.1%), followed by 72 (42.6%) and 24 (14.2%) for average and high level of satisfaction, respectively. The major factors contributing to the job dissatisfaction were job not according to the interest and abilities, adverse working conditions, less opportunities for development and promotion and decreased autonomy.

Conclusion: The high levels of dissatisfaction amongst PGs in our study is alarming sign, which should be taken into account by every medical institute while decision making, because PGs are major component of health care in tertiary health care teaching hospital and it is safe to infer that highly satisfied physician will more likely work to his/her full potential.

Key Words: Job satisfaction, PG students

INTRODUCTION

Optimistic personal insight towards work is defined as job satisfaction. Job satisfaction includes multidimensional psychological responses to one's job, and that such responses are cognitive (evaluative), affective (emotional), and behavioural components.^[1] Until past few years job satisfaction was not considered of prime importance to be discussed or studied. General public believed in a myth that health care professionals (HCPs) in medical colleges work in ideal conditions, they have helping colleagues, full autonomy to take medical decisions, greater payment scales, etc.^[2] But, after facing ground reality, changing attitudes of patients and organizations have reduced autonomy of HCPs.^[3,4] Level of job

satisfaction amongst HCPs is of prime importance since it influences their service at organization/society, their health, performance, which ultimately has its effects on national health care system. Dissatisfaction from job may result in stress and may hinder in smooth functioning of HCPs, which may lead to decline in quality and amount of work, absenteeism.^[5, 6, 7] Konrad et al^[8] in their study pointed out 15 domains that govern job satisfaction of HCPs as-autonomy, relation with colleagues, other HCPs, patients, organizational members, resources adequacy, status, day to day practice, bureaucracy, work itself, altruism, education preparation and teaching role. It has been documented that good quality health care, patient compliance is related to HCP job satisfaction.^[9] Also it has been found in some studies that reduced

Corresponding Author:

Dr. Ashish M. Vaidya, Assistant Lecturer, Department of Pediatrics, NKP Salve Institute of Medical Sciences, Hingna Road, Dighod Hills, Nagpur, (MS), India; Phone: +919527584557; E-mail: drashishprerna@gmail.com

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throughput ultimately leads to escalated health care costs.^[10,11] The functioning of person's satisfaction and dissatisfaction process is governed by multiple factors and therefore it is intricate to cognize. A study has been conducted to identify such factors, which affect job satisfaction levels of HCPs.^[12] Medical Council of India (MCI) in 2010 under undergraduate working committee had stressed on maintaining standards of quality in face of increasing number of medical colleges.^[13] Considering this, HCP's job satisfaction was more or less neglected issue. This calls for increased research for coupling discernments of HCPs with their health care organizations, so that necessary amendments can be done. Until recently, physician job satisfaction would not have been considered a topic worth discussing in the media or in academia. Thus, in the light of above findings from previous work, the present study was conducted to find level of job satisfaction amongst Post Graduate (PGs) so that necessary actions may be planned and implemented to correct fallacies, in the pursuit of increasing quality of health care.

AIM AND OBJECTIVES OF THE STUDY

To study the level of job satisfaction amongst Post Graduate (PG) students at tertiary health care teaching Institute in Central India.

MATERIAL AND METHODS

- **Study Design:** Cross sectional study (hospital based)
- **Place of Study :** This study was conducted at central India at NKPSIMS and LMH Nagpur
- **Period of Study:** June 2014 - December 2014, 6 months duration.
- **Sample participants:** All Post Graduate students at NKP Salve Institute of Medical Sciences and Lata Mangeshkar Hospital, Nagpur were included in the study.
- **Sample size:** 199 PG students were included in the present study.
- **Ethical clearance:** taken prior to the start of the study from Institutional Ethics Committee (IEC).
- **Informed consent:** taken from all participants prior to their enrolment into the study.
- **Inclusion criteria:** All PGs of NKPSIMS and LMH, Nagpur.
- **Exclusion criteria:** All PGs who did not submit filled JVQ after 3 visits within a week.

Data collection

Pre-validated JOB Value Questionnaire (JVQ) by National Psychological Corporation India was distributed to all post graduate included in the study and JVQ were recollected after filling their responses from them. Each subject was ad-

vised to take about 15-20 minutes to respond on the entire above tool. JVQ included questions based on certain characteristics like working conditions, job and personal security, supervision and management, colleagues, financial and non-financial benefits, appreciation for successful completion of job, prospects for independent and accountable actions, and nature of work. Responses were inferred as high satisfaction, average satisfaction and low satisfaction. Final adoption of questionnaire was done after thorough discussions with HCPs, administrators, pilot study and finally prevalidation. This questionnaire included 53 questions covering following 3 main domains:

1. Factors driving personal attitude towards job
2. Factors testing role of organization in view of social
3. Working environment.

To avoid bias questionnaires were collected in sealed boxes, which were opened at the time of data entry into computer and all questionnaires were deliberately kept shadowy.

Statistical Analysis: All data was entered and analyzed in Microsoft Excel 2013.

RESULTS

Out of 199 PGs, 30 did not submit filled questionnaire, so were excluded from the study, so the response rate was 85%. Out of total 169 PGs, 56 were from 1st year (junior resident I/ JRI), 61 were JR II and 52 were JR III (Figure 1). The mean age of the study population was 28.3±25 years. Out of which, 113 were males (67%) and 56 were females (33%). Amongst responses, majority of the participants had low level of satisfaction (43.1%), followed by 72 (42.6%) and 24 (14.2%) for average and high level of satisfaction, respectively (Figure 2). Amongst JR I, 38, 15 and 3 had low, average and high satisfaction, respectively. In JR II group, 10, 41 and 10 PGs had low, average and high satisfaction, respectively. In JR III group, 25, 16, 11 PGs had low, average and high satisfaction, respectively (Figure 3). The major factors contributing to the job dissatisfaction were job not according to the interest and abilities (23 responses), adverse working conditions (17), less opportunities for development and promotion (17) and decreased autonomy (18) (Table 1, Figure 4).

DISCUSSION

In the present study response rate was 85% which was lower than that of other studies done in foreign countries-90.5%,^[14] and higher than some studies- 81.2%,^[15] 75%.^[16] In the present study only 14.2% of respondents were highly satisfied with their jobs while 43% were dissatisfied. This findings were corroborated with findings of other such studies where

percentage of dissatisfied physicians were 48%^[11] and 49%.^[17] The findings of present study were in contrast with that of other studies where nearly 70% of respondents were satisfied with their jobs.^[11,18] It is conventionally believed that attitude towards job is nothing but job satisfaction, but actually job satisfaction is individual's response towards various aspects of his/her job. This perception is important to bear in minds of administrators, since in our country majority of the administrators are non-medical professionals and secondly, it is logical that physician with high level of job satisfaction will have a favorable attitude towards job, which translates into quality health care and opposite of this also holds true. In a study, it was revealed that nearly 2/3rd of respondents were satisfied with their jobs, and major reasons cited for it were better working conditions and appropriate pay scale. This is supported by the fact that, as compared to other professions, physicians derive satisfaction from their work and working conditions play a major role in it. According to one study, better lifestyle, working environment and higher pay scale were the main factors of satisfaction.^[19] In our study the level of job satisfaction was very low in the PGs and this dissatisfaction can negatively affect their career as well as precious patients' lives. Given that a job is a significant part of one's life, the correlation between job and life satisfaction makes sense. Also, research has suggested that job and life satisfaction share a reciprocal relationship.^[20] In our study major factors contributing to this dissatisfaction were lack of interest and ability in the subject and inadequate working conditions. Keflas and Watson^[21] found that satisfaction and productivity are significantly inter-related. It was suggested in the above research that increased productivity occurs due to increased professed expectancy from the employee, which leads to increased performance, if coupled with appropriate rewards and thus contributing to job satisfaction. Ours is a private medical college, where PG admission adds to escalating costs while studying. This may contribute to dissatisfaction amongst the PGs.^[22] Also private medical colleges are more frequently inspected than government colleges by MCI, which has been reported as a factor for dissatisfaction.^[23] Thus, it is obvious from the above findings that job dissatisfaction affects quality and quantity of work and ultimately affects health care. So, above findings can act as baseline for policy makers to formulate policies, keeping in view welfare of physicians.

CONCLUSION

The high levels of dissatisfaction amongst PGs in our study is alarming sign, which should be taken into account by every medical institute while decision making, because PGs are major component of health care in tertiary health care teaching hospital and it is safe to infer that highly satisfied physician will more likely work to his/her full potential. Also

factors contributing to dissatisfaction should be identified through regular personal audits and remedies formulated to correct the shortcomings. Mainly, jobs should be assigned according to interests and abilities of physician.

Limitation of the Study: This is a hospital based (private sector) research study and may not indicate the true levels of job satisfaction in government institutions. Various studies have been done on impact of various components of job satisfaction, but institutional component is scarcely analysed.

Ethical Clearance: taken prior to the start of the study from Institutional Ethics Committee (IEC).

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Conflicts of interest: None declared.

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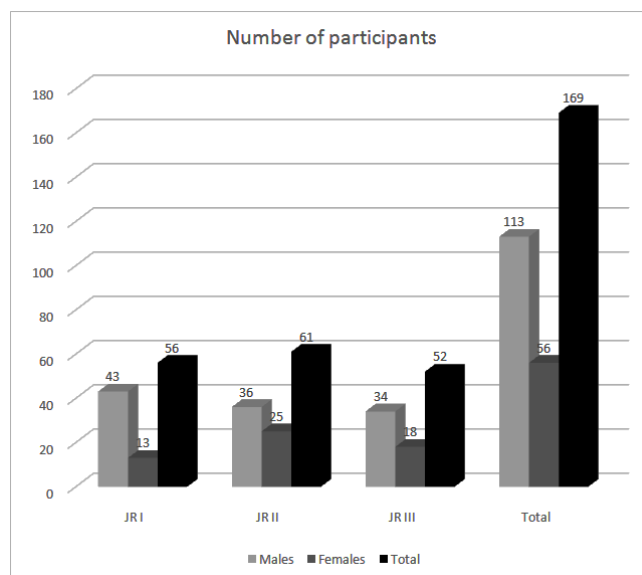
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Table 1: Responses of PGs-JR I, II, III.

Items	JR I	JR II	JR III	Total
1. Job according to interest and ability	9	7	7	23
2. Adverse working condition	9	3	5	17
3. Promotion and development	8	3	6	17
4. Autonomy	8	5	5	18
5. Job and personal security	3	3	3	9
6. Nature of work	5	4	6	15
7. Supervision and management	1	1	4	6
8. Colleagues	3	2	8	13
9. Recognition of completed work	3	1	1	5
10. Financial benefits	3	1	1	5
11. Non-financial benefits	1	1	1	3

**Figure 1: Distribution of PGs- JR I, II, III.**

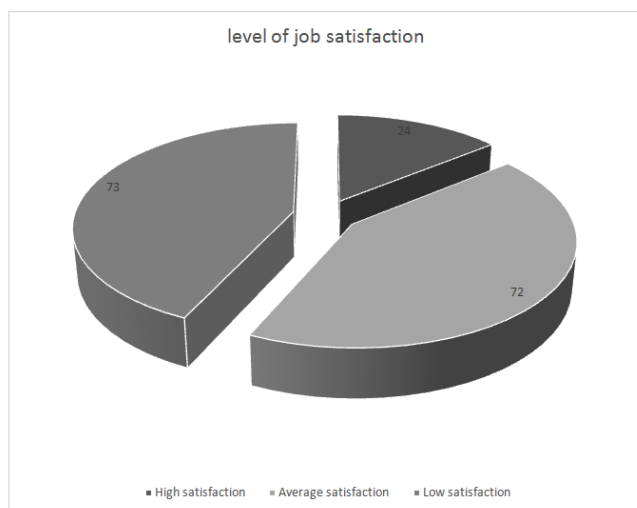


Figure 2: Level of job satisfaction among PGs.

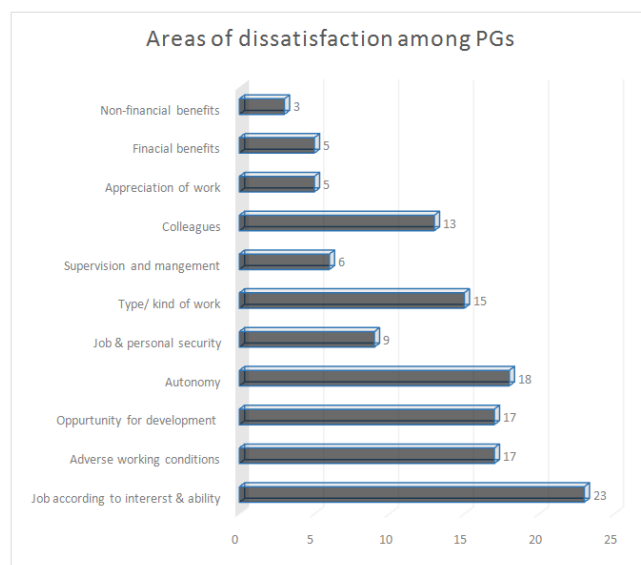


Figure 4: Areas of dissatisfaction among PGs.

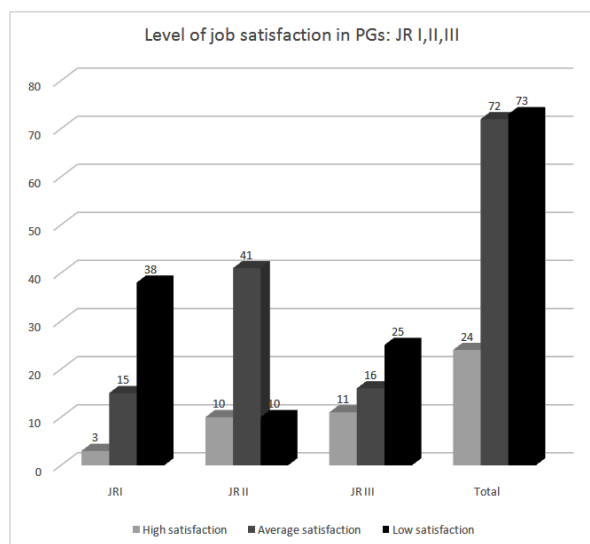


Figure 3: Level of satisfaction among PGs- JR I, II, III.